

LOCAL RETURNS OF REMOTELY PURCHASED MERCHANDISE
WITH RETURN CODE VALIDATION

ABSTRACT OF THE DISCLOSURE

A method of using a public communications network,
such as the Internet, to manage returns of items
purchased by a consumer from a remote direct
5 merchandiser. The customer is permitted to return an
item to a local returns site or by having a local shipper
pick up the item. Either of these local entities is in
communications with a returns manager, who provides
return information, credits the consumer's account, and
10 handles subsequent disposition of the item.